



VOCAL's work in 2018-19 and our priorities for the future



Our funders and supporters

VOCAL is commissioned by the integrated joint boards in Edinburgh and Midlothian to provide a wide range of carer support across all local communities. The National Lottery Community Fund and several trust funds and foundations complement many of our services and allow VOCAL to provide creative new projects for carer support.

Donations from carers and supporters contribute much additional capacity and we are also grateful to our staff and volunteers who support VOCAL's fundraising efforts, appeals and collections.

Legal experts and professional specialists continue to provide a wide range of surgeries for carers free of charge and we benefit from many opportunities and gifts in kind from businesses across the city.

We thank all our supported for their kindness, their time and their commitment to carers. Please consider VOCAL as your personal or work's Charity of the Year – you help us make a difference to carers!

VOCAL's audited accounts are submitted annually to all main funders, to Companies House and the Office of the Scottish charity regulator. They can be accessed by the public through the websites of these agencies.

Our finances *for the year ending 31 March 2019*

Statement of Financial Activities		2019	2018
Total incoming resources		£1,480,592	£1,249,065
Total resources expended		£1,336,173	£1,253,007
Net income for year		£144,419	-£3,942
Net gain on investments		£0	£4,080
Net movement in funds		£144,419	£138
Funds at 1 April 2018		£825,709	£825,571
Funds at 31 March 2019		£970,128	£825,709

Balance sheet at 31 March 2019			
Fixed Assets	Tangible	£1,258,963	£1,150,248
	Investments	£1	£1
		£1,258,964	£1,150,249
Current Assets	Debtors	£62,899	£31,339
	Cash at bank	£195,014	£248,602
		£257,913	£279,941
Creditors due within one year		£220,228	£268,338
Net current assets / (liabilities)		£37,685	£11,603
Creditors due after one year		£326,521	£336,143
Net assets		£970,128	£825,709
Funds	Restricted	£26,943	£285,076
	General Fund	£943,185	£540,633
Total funds		£970,128	£825,709

Our priorities for the future

Implementing the Carers (Scotland) Act

Jointly with national and local partner agencies, VOCAL will seek to identify carers early in their caring role. We will support over 10,000 carers and their families each year. We will help carers to access Carer Support plans and support young adult carers in the transition from children to adult services and support.

Working with Employers

VOCAL will increase the work with employers, helping them to identify carers in the workplace and developing a supportive, carer-friendly culture. We will expand our training offer to employers and corporate business across Edinburgh and the Lothians, reaching out through business networks and promoting corporate social responsibility.

Short Breaks and Respite

VOCAL is determined to expand short breaks opportunities for carers. We will seek to generate more breaks gifted by the hospitality, tourism and leisure industry and will work with Shared Care Scotland and local providers to expand the number of carers benefitting from creative short breaks.

Treasure Tree and social enterprising

VOCAL will consolidate Treasurer Tree, our online trading business for second-hand and unwanted goods. We aim to reach sales of £50,000 per year to help carers to gain additional income and allow others to purchase mobility items and many other goods, supporting VOCAL and carers at the same time.

VOCAL will also explore other avenues for social enterprising activities – all with a commitment to supporting carers!

Supporting more carers to help themselves

Again, we hope to increase the number of carers who benefit from VOCAL information, advice, training and support. As a carer-led organisation, our commitment as a voice of carers in the planning of services is as strong as our commitment to helping every individual to achieve the best for their own personal situation.

Our staff and volunteers are here to help.

16,676 *carer contacts*

Over the course of 2018 VOCAL recorded 16,676 individual one-to-one carer contacts. Our carer centres provide free, confidential support on all aspects of caring including benefits, financial and emotional support, short breaks and community care.

4,388 *carers*

VOCAL provided individual support to 3,874 carers, offering a person-centred service delivered through home visits, appointments at our carers centres and local support in the community.

1,533 carers attended VOCAL's legal and benefits surgery appointments, including support for setting up Power of Attorney.

Over 9,500 carers received regular information through VOCAL's e-bulletins, printed newsletters and personalised information on training and events.

1,878 *new carers*

We identified and supported 1,878 new carers during 2018-19. VOCAL works in partnership with GPs and health and social care teams to improve early identification and referral of carers.

£1,050,000

Carers reported receiving **over £1 million** in additional financial support as a direct result of assistance from VOCAL staff

57,050 *unique users*

51,677 people visited VOCAL's main website vocal.org.uk in 2018-19, a further **5,373** visited our training website carerstraining.org.uk.

By the end of 2018-19 the combined total of our social media followers across Edinburgh and Midlothian reached **1,754** on Facebook and **1,822** on Twitter.

1,469 *counselling sessions*

VOCAL received **414** referrals for counselling and offered **1,469** counselling sessions to **136** carers in 2018-19.

100% of carers said that the counselling was very helpful and that they would recommend the counselling service to other carers.

1,731 *carers*

1,731 carers registered for our *Caring with Confidence* training programme and groupwork sessions. These offer courses, seminars and workshops designed for carers in different caring situations to enable carers to develop skills and knowledge to improve their confidence in their caring role.

Groupwork sessions included dealing with guilt, changing relationships, loss & bereavement and stress management. VOCAL also supported several hundred carers to access leisure, health and wellbeing courses and events.



VOCAL

Registered address: Edinburgh Carers' Hub,
60 Leith Walk, Edinburgh EH6 5HB

0131 622 6666

centre@vocal.org.uk vocal.org.uk

Support for carers

VOCAL manages two carer centres and provides local carer support in communities across Edinburgh and Midlothian.

Our services include:

- Person-centred support, information and planning for the future
- Emotional support, stress management and counselling
- Training, learning, social and leisure opportunities
- Benefits, legal, long-term care and power of attorney surgeries
- Support for people affected by someone else's addiction
- Creative short breaks and Respite
- Gateway to many other services

Our positive impact

Over 2,000 carers reported positive outcomes following support from VOCAL:

90% reported improvements in feeling better informed about issues relating to their caring role

81% reported improvements in confidence with their caring role

81% reported improved confidence in their ability to shape services

74% reported that their physical and mental wellbeing had improved

68% reported improvements in their ability to deal with changing relationships resulting from the caring role

74% reported improvements in their economic wellbeing

58% reported improvements in their personal safety

69% reported that their social wellbeing had improved

Case study: Self-directed Support

Patrick is 78 and cares for his wife Claire who lives with Multiple Sclerosis

Patrick first recognised himself as a carer around 15 years ago. Feeling that he was "burning a candle at both ends" to care for Claire, he reached out to VOCAL for support. With our support Patrick gained more time and energy to balance his caring role with his own hobbies and interests again, such as cycling. He even found time to volunteer for VOCAL for a while.

We hadn't heard from Patrick for a few years when he got in touch again recently with a new query. He'd seen an article in VOCAL's newsletter about two new Carer Support Workers at VOCAL with the specific remit to help carers to look at Self-directed Support.

Claire had been assessed by health and social care staff in December, suggesting that she spend a few weeks each year in a care home to give Patrick a break. Together they looked at a home, but felt it wasn't the right fit. On reflection they were both more comfortable with someone looking after Claire in their own home.

Patrick knew about Direct Payments from a previous training courses, but felt bewildered by the next step. With support from VOCAL he and Claire navigated the various options, liaising with health and social care and service providers. They now enjoy support tailored to their needs, with occasional short breaks of 4-7 days at a time, with support for Claire to stay at home.

For his first break Patrick visited Normandy. He is confident these short breathers will help keep his caring role sustainable for the future. Claire's happier now that she knows her husband's getting some much needed down time. Staying home made it easier for friends to come and visit, and she had great support while Patrick was away which made her feel good.

Scottish Charity: SC020755 Company Registration: SC183050